SOFTWARE INSTALLATION

**System Requirements:**

The computer in which the software will be installed must meet the following requirements:

- Platform: Windows XP or Windows 7 (32-bit or 64-bit). If using Windows 8, you must first disable the Signed Driver Enforcement before installing the software.
- RAM: 4GB minimum
- One USB 2.0 port

**Procedures:**

The Healthmark Inspection Camera software installation consists of two (2) steps:

1) Device Driver Installation, and
2) Application Software Installation.

**1) Device Driver Installation**

a) Turn on the Target Computer.
b) Proceed to log into the Windows desktop environment.
c) Do not connect any Healthmark camera device to the computer during the installation process unless instructed to do so.
d) Obtain the installation software on the flash drive provided and insert it into the port of the target computer. Then open “Double click on the Healthmark drive to open the software.”
2) Determine System Architecture of target computer:

Determine whether your computer is running a 32-bit version or 64-bit version of the Windows operating system. If you need more information regarding how to check, you may refer to http://support.microsoft.com/kb/827218 for more details.

3) Locate the proper device driver installer:

Open the Healthmark folder. Depending on 32-bit or 64-bit system architecture, double click and open the “32bit_driver” or “64bit_driver” folder accordingly.

4) Initiating the driver installer - double click and run the following file:

   For 32-bit system:   Cy2510Installation.msi

   For 64-bit system:  Cy2510Installation_x64.msi

   Then proceed as guided by a series of pop-up dialog boxes from the InstallShield Wizard. Click the “Next” Button to continue.

5) Review and accept the License Agreement. Click the “Next” Button to continue.
6) On the “Customer Information” page, enter the desired information. Then click the “Next” button.

7) On the “Setup Type” page, choose “Complete” option to install all necessary components. Then click the “Next” Button.
8) Click the “Install” Button on the next dialog box screen.

9) After clicking “Install” on the “Ready to Install the Program” screen, a Windows dialog box with the title “User Account Control,” may pop up and display a question similar to:

   “Do you want to allow the following program from an unknown publisher to make changes to this computer?”

   “Program name:…Cy2510Installation_x...msi”

   In case this Windows dialog box pops up, click the “Yes” Button to continue.

10) Another Windows Security pop-up dialog box (shown below) may appear and display a question:

   “Windows can’t verify the publisher of this driver software.”

   Choose the option, “Install this driver software anyway.”

11) Review the next pop-up dialog box. Then click the “OK” Button to proceed.
12) At the InstallShield Wizard Completed screen, click the “Finish” Button to proceed.

13) Connect a Healthmark Inspection Camera to USB2.0 port of the computer using the provided USB cable.

A Windows balloon message may pop up at the lower right-hand corner and display a message: “Installing device driver software”.

14) When the Windows finishes installing the device driver, another balloon message may pop up at the lower right-hand corner and display a message:

“Sanovas zvCy2510 winUSB” and “Device driver software installed successfully.”
Application Software Installation
If the Healthmark Application Software has been installed on the computer before, continue to install the new application software to obtain the latest software update.

15) Locate the application software installer on software flash drive:
Open the HealthMark_Install_Package folder, and locate the file “setup.exe”.

16) Double click and run the file “setup.exe” from the “HealthMark Install Package” folder. Install .NET Microsoft Framework 4.0 if prompted.
If the computer has not previously been installed with Microsoft .NET framework 4.0 or above, a pop-up dialog box will appear to install the required .NET framework files. Click on the “Install” Button to install .NET Microsoft framework 4.0.

The installing process for Microsoft .NET Framework 4.0 may take a few minutes.
17) **Proceed with installation wizard until finished.**

If Microsoft .NET Framework 4.0 or above are installed successfully, proceed by clicking the “Next” Button.

18) **Review and accept the License Agreement. Click the “Next” Button to continue.**
19) On the “Customer Information” page, enter the desired information. Then click the “Next” button.

20) On the “Setup Type” page, choose “Complete” option to install all necessary components. Then click the “Next” Button.

21) Click the “Install” Button on the next dialog box screen, “Ready to Install the Program.”
22) A Windows “User Account Control” pop-up dialog box may appear and display a question:

   “Do you want to allow the following program from an unknown publisher to make changes to this computer?”

   “Program name: …HealthmarkInstallation.msi”.

   If this dialog box appears, click “Yes” to continue.

23) When the InstallShield Wizard is completed, click the “Finish” Button to end the installation.

24) Connect a Healthmark Inspection Camera device to the computer.

25) Double click the “HealthMark1.0.6.14.exe” shortcut from the Desktop to run the program.

   If the shortcut is not available, navigate to the folder C:\Sanovas\Healthmark1.0.6.14, and locate the “HealthMark.exe” program. Double click and run the program.
26) An “Imaging Software” dialog box will then appear. Click the “OK” Button to proceed.

27) The Main window of the camera software will now appear:

If any of the above pop-up dialog box does not come up, please refer to troubleshooting or contact Healthmark for support at (800) 521-6624 x6657 or e-mail at hmit@hmark.com.
MITIGATING RESIDUAL DEVICE RISKS

- Do NOT immerse / submerge the camera device in liquid as a residual risk of user shock remains in this scenario.

- Do NOT make rapid hand motion with the device as the flexible shaft section may whip and cause eye-injury or abrasion on impact with body parts.

- Do NOT use the device to poke or attempt to pierce any object as it may cause serious eye-injury or abrasion on impact with body parts in addition to device damage.

- Do NOT subject the device to excessively high temperatures above 120 °F as the materials of construction are not designed to operate under these conditions.

- Do NOT allow the device to be subject to any liquid splash as a residual risk of user shock remains in this scenario.

- Do NOT grasp and handle the device from the camera head as a residual risk of fatigue damage to the distal tip of the device remains in this scenario.

- Do NOT use the device handle to strike or hit any object. Serious harm to body and/or device may result.

- Do NOT over bend the flexible device shaft to a point of kinking. It may cause damages to electronic components and render the camera unoperational.

- Do NOT plug the USB cable into any port other than a USB2.0 (or later version) port on a computer.

- Use only the USB cable provided with the device. Using other cables may lead to interference with surrounding electronic devices and potential performance deterioration.

- Do NOT attempt to disassemble or repair the device yourself. Doing so voids the limited warranty and could cause harm to the user and/or the device.
TROUBLESHOOTING

Please read through the following guide and verify your installation. If you encounter problems running the software, contact Healthmark for support.

Software Updates

Please make sure you have the latest version of software and firmware on the camera.

Compatibility

Software, Firmware and Hardware components all have version requirements in order to function as described. Refer to Software Release Notes for any known compatibility requirements and/or issues.

Administration Privileges

Administration privileges are necessary in order to install Healthmark software on a computer. Please contact your IT administrator for support.

Device driver installation verification

After you install the device driver and connect the Healthmark Inspection Camera, locate the Device Notification icon at the lower right-hand corner.

Click on the Device Notification icon. If the device driver installation was successful and the provided Healthmark device is valid, the option “Eject Cyp-ver1.7” should be available.

Otherwise, uninstall the device driver “Cy2510Installation_x64” or “Cy2510Installation_x32,” under the Windows Control Panel and reinstall the device driver again.
**Install Device Driver on Windows 8 or higher**

The Healthmark software requires a platform of either Windows XP or Windows 7. However, if it is necessary to install it on a Windows 8 system, the driver signature verification will need to be disabled in order to install unsigned drivers. Follow the procedures below:

1) Press the Win + C keyboard combination to bring up the Charms Bar, and click on the Settings Charm.
2) Go to control panel by clicking on the change PC settings link.

3) When the Control Panel opens, click and switch to the “Update & recovery” section.

4) Click on the “recovery” option on the left hand side.
5) Once selected, you will see an advanced startup section appear on the right hand side. Click on the “Restart now” button.

Advanced startup
Start up from a device or disc (such as a USB drive or DVD), change Windows startup settings, or restore Windows from a system image. This will restart your PC.

Restart now

6) Once the computer has been rebooted, choose the “Troubleshoot” option.

Choose an option
Continue
Exit and continue to Windows 8

Troubleshoot
Refresh or reset your PC, or use advanced tools
7) **Click on “Advance options”**.

8) **Click “Startup” Settings.**

9) **Click “Restart”**

10) The computer will then reboot and the unsigned drivers should be able to install without any Windows error message.

11) Reinstall the device driver per IFU procedures.